



POSITION TITLE: SPORTS & WELLNESS FRONT DESK STAFF
DEPARTMENT: MEMBERSHIP AND MARKETING
REPORTS TO: MEMBERSHIP DIRECTOR / FRONT DESK SUPERVISOR
HOURS / STATUS: PART-TIME (NON-EXEMPT)

SUMMARY

The Sports and Wellness Front Desk staff are the “face of the center” and provide members and guests with a pleasant and welcoming environment as they enter the DPJCC. This position is responsible for creating strong relationships between the DPJCC and its current and prospective members, along with providing superior customer service. The specific duties of the front desk staff are to provide general and program information to members and guests that meet their needs related to total health and growing involvement in the DPJCC, thereby increasing member enrollment, retention and satisfaction.

RESPONSIBILITIES:

- Warmly and enthusiastically greet every member by name, with a smile and eye contact.
- Possess excellent knowledge of the DPJCC’s mission and programs.
- Check front desk information binder at the beginning of each shift to keep informed of any updates or other important information.
- Organize and update all forms and supplies at the front desk. Make sure there is petty cash in drawer for evening and weekend staff.
- Keep front desk area organized and neat.
- Ability to handle multiple tasks at the same time
- Answer phones and respond to all emails.
- Communicate with other part time staff, supervisors, Registrar, and department heads on a regular basis.
- Take registrations when registrar is not available.
- Check all ID’s of members including SilverSneakers® and non-members, and all league participants. Follow all instructions as requested by membership staff for member check in and membership verification.
- Process locker rental, racquetball reservation transactions, check out equipment.
- Perform other administrative duties as assigned by the Membership Director/Membership Associate (i.e. email blasts, labeling envelopes, phone calls, etc.).
- Well-kept and groomed appearance. Address members, guests and staff with a smile and warm tone. Wear DPJCC staff shirt with black, navy or khaki pants or knee-length shorts. Athletic pants are acceptable. Always wear DPJCC name tag.
- Take reservations for classes (Spin, TRX) when Registrar is unavailable.
- Take and print membership card photos as needed.
- Excellent knowledge and ability to operate Optime.
- Balance shift at the end of shift and drop proceeds along with shift paperwork in safe.
- Balance and have Manager on Duty sign off on bank.
- Keep updated on all new transactions and programs.
- Overhead paging to alert members of emergencies or contact members and staff.
- Assists Manager on Duty in Emergency Procedures.